

Senior Services

City of Newton Performance Management
April 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide social work and advocacy services to seniors and their families to help them access resources					
		Number of seniors receiving case management	77	73	4
		% of requestors who receive aid	100	95	5
2. Provide quality transportation services for seniors to important locations					
		Number of unique riders	249	250	1
		Total rides provided	1,453	1,600	147
		% of riders completely satisfied with timeliness with transportation service (semi-annually)	92	90	2
		% of riders completely satisfied overall with transportation service (semi-annually)	94	90	4
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.					
		Number of programs offered	52	50	2
		Number unique program participants	375	482	107
		Total program participants	981	1,200	219
		% of program attendees completely satisfied by fitness programs according to survey	97	95	2

Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency.

The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.